AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1.   (Currently amended) A method for evaluating compliance of at least one agent reading at least one script to at least one client, the method comprising at least the following:

conducting at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows the at least one script at an agent workstation;

evaluating the at least one voice interaction with at least one automatic speech recognition component ~~having a confidence level threshold including supplying audio files in real time of at least one voice interaction~~ adapted to analyze the at least one voice interaction, wherein the at least one voice interaction is divided into viewable panel-level segments and a panel level time displacement stamp is assigned to each panel of the panel-level segments, wherein each panel-level segment is compared with a corresponding expected text, wherein a confidence level threshold of the automatic speech recognition component is used to evaluate an accuracy of an output of a comparison between each panel-level segment and the corresponding expected text, wherein a score is assigned to each panel-level segment indicating a match accuracy of the panel-level segment with the corresponding expected text, wherein the score is evaluated against a standard, the standard defining a required score for the panel-level segment to be declared as a match to the corresponding expected text; and

determining whether the at least one agent has adequately followed the at least one script ~~by dividing the voice interaction into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel, and comparing the panel-level segments to the automatic speech recognition analyzed voice interaction,~~ wherein a set of action rules is applied to the output of the determining ~~to direct a quality assurance action to be taken,~~ wherein the set of action rules includes a quality assurance action to be taken.

2.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one voice interaction involving a telemarketing agent.

3.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one voice interaction governed by at least one script that includes text corresponding to at least one offer of at least one of goods and services.

4.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on at least one communications network.

5.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on a publicly switched telephone network (PSTN).

6.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on at least one Internet.

7.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting the at least one voice interaction at least in part on at least one communications network having at least one wireless component.

8.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one telephone call.

9.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one telephone call that is initiated by the at least one client.

10.   (Original) The script compliance method of claim 1, wherein conducting at least one voice interaction includes conducting at least one telephone call that is initiated by an entity other than the at least one client.

11.   (Original) The script compliance method of claim 1, wherein evaluating the at least one interaction includes at least the following:

converting the at least one voice interaction into at least one digital signal comprising at least one spectral representation of the at least one voice interaction,

comparing the at least one digital signal to at least one reference standard that includes at least one known vocabulary, and

matching the at least one digital signal to at least one of words and phrases contained in the at
least one reference standard.

12.   (Original) The script compliance method of claim 1, further comprising performing at
least one action based upon at least one result of the evaluating of the at least one voice interaction.

13.   (Original) The script compliance method of claim 12, wherein performing at least one
action includes transmitting at least one signal to the at least one agent.

14.   (Original) The script compliance method of claim 12, wherein performing at least one
action includes transmitting at least one signal to at least one reviewing authority.

15.   (Original) The script compliance method of claim 12, wherein performing at least one
action includes making at least one entry in at least one script compliance incentive system.

16.   (Original) The script compliance method of claim 1, further comprising reviewing at least
one determination of whether the at least one agent has adequately followed the at least one script.

17.   (Original) The script compliance method of claim 1, wherein determining whether the at
least one agent has adequately followed the at least one script includes defining at least one score
assigned by the at least one automatic speech recognition component.

18.   (Original) The script compliance method of claim 1, wherein evaluating the at least one
voice interaction includes evaluating a plurality of panels.

19.   (Cancelled).

20.   (Original) The method of claim 1, further comprising comparing data representing an
actual duration of at least one interaction, wherein the at least one agent reads at least one script to the at
least one client, to data representing an expected duration parameter associated with the at least one
interaction.

21.   (Original) The method of claim 1, further comprising dispositioning at least one
interaction, wherein the at least one agent reads at least one script to the at least one client, based at least
in part on a comparison of data representing an actual duration of the at least one interaction to data
representing an expected duration parameter associated with the at least one interaction.

22.   (Original) The method of claim 1, wherein determining whether the at least one agent has
adequately followed the at least one script includes, at least in part, dispositioning at least one interaction,
wherein the at least one agent reads at least one script to the at least one client, based at least in part on a

comparison of data representing an actual duration of the at least one interaction to data representing an
expected duration parameter associated with the at least one interaction.

      23.   (Currently amended) A system for evaluating compliance of at least one agent reading at
least one script to at least one client, the system comprising at least the following:

      at least one communication network adapted to support at least one voice interaction between the
      at least one agent and the at least one client, wherein the at least one agent follows at least
      one script at an agent workstation;

      at least one automatic speech recognition component ~~having a confidence level threshold
including supplying audio files in real time of at least one voice interaction~~ adapted to
analyze the at least one voice interaction and to determine whether the at least one agent has
adequately followed the at least one script ~~by dividing the voice interaction~~ , wherein the at
least one voice interaction is divided into viewable panel-level segments, ~~wherein~~ and a
panel-level time displacement stamp is assigned to each panel of the panel-level segments,
wherein each panel-level segment is compared with a corresponding expected text, wherein a
confidence level threshold of the automatic speech recognition component is used to evaluate
an accuracy of an output of a comparison between each panel-level segment and the
corresponding expected text, wherein a score is assigned to each panel-level segment
indicating a match accuracy of the panel-level segment with the corresponding expected text,
wherein the score is evaluated against a standard, the standard defining a required score for
the panel-level segment to be declared as a match to the corresponding expected text, ~~and
comparing the panel-level segments to the automatic speech recognition analyzed voice~~; and

      at least one set of action rules applied to the output of the ~~requiring an action to be taken based
upon a~~ determination by the at least one automatic speech recognition component as to
whether the at least one agent has adequately followed the at least one script, the at least one
set of action rules including a quality assurance action determination.

      24.   (Original) The system of claim 23, wherein the at least one communication network
comprises at least one long distance telephone network.

      25.   (Original) The system of claim 23, wherein the at least one communication network
comprises at least one internet-based network.

26.   (Original) The system of claim 23, further comprising at least one call center that includes a plurality of agent workstations.

27.   (Original) The system of claim 26, wherein at least one of the agent workstations includes at least a telephone and a computer terminal.

28.   (Original) The system of claim 23, wherein the at least one agent is a telemarketing agent.

29.   (Original) The system of claim 23, wherein the at least one agent is a customer service agent.

30.   (Original) The system of claim 23, wherein the means for causing at least one action to be taken includes means for transmitting at least one signal to the at least one agent.

31.   (Original) The system of claim 23, wherein the means for causing at least one action to be taken includes means for transmitting at least one signal to at least one reviewing authority.

32.   (Original) The system of claim 23, wherein the means for causing at least one action to be taken includes means for making an entry in a script compliance incentive system.

33.   (Currently amended) A method of evaluating compliance of at least one agent with at least one script that governs, at least in part, at least one interaction processed by at least one agent, the method comprising at least the following:

creating at least one voice record of at least one interaction processed by the at least one agent at an agent workstation;

defining at least first data relating to evaluating compliance of the at least one agent with the at least one script; and

processing the at least one voice record against the at least first data, ~~by dividing~~ wherein the voice record is divided into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel of the panel-level segments ~~and comparing the panel-level segments to an automatic speech recognition analyzed voice interaction having a confidence level threshold~~, wherein each panel-level segment is compared with the first data, wherein a confidence level threshold of the automatic speech recognition component is used to evaluate an accuracy of an output of a comparison between each panel-level segment and the first data, wherein a score is assigned to each panel-level segment indicating a match accuracy of the

panel-level segment with the first data, wherein the score is evaluated against a standard, the standard defining a required score for the panel-level segment to be declared as a match to the first data, a set of action rules ~~is~~ being applied to the output of the processing to direct a quality assurance action to be taken.

34.   (Original) The method of claim 33, further comprising identifying at least one instance of agent non-compliance with the at least one script based upon the processing of the at least one voice record against the at least first data.

35.   (Original) The method of claim 34, further comprising processing the at least one instance of agent non-compliance with the at least one script.

36.   (Original) The method of claim 33, wherein creating at least one voice record includes creating at least one voice record of at least one interaction handled by at least one agent physically located in at least one call center.

37.   (Original) The method of claim 33, wherein creating at least one voice record includes creating at least one voice record of at least one interaction handled by at least one agent physically located in at least one location remote from at least one call center.

38.   (Original) The method of claim 33, wherein creating at least one voice record includes creating at least one voice record of at least one interaction handled by at least one remote agent.

39.   (Original) The method of claim 33, wherein creating at least one voice record includes creating at least one voice record of at least one interaction handled by at least one home-based agent.

40.   (Original) The method of claim 33, wherein creating at least one voice record includes creating at least one voice record of at least one telephone call received by at least one call center.

41.   (Original) The method of claim 33, wherein creating at least one voice record includes creating at least one voice record of at least one telephone call originating at at least one call center.

42.   (Original) The method of claim 33, wherein defining at least first data includes defining at least one list containing at least one word appearing in the at least one script.

43.   (Original) The method of claim 33, wherein defining at least first data includes defining at least one word that is expected to appear in the at least one voice record.

44. (Original) The method of claim 33, wherein defining at least first data includes defining at least one list having at least one entry corresponding to at least in part conversion portion of the at least one script.

45. (Original) The method of claim 33, wherein defining at least first data includes defining at least one list having at least one entry corresponding to at least one upsell item specified in the at least one script.

46. (Original) The method of claim 33, wherein defining at least first data includes defining at least one list containing at least one word not appearing in the at least one script.

47. (Original) The method of claim 33, wherein defining at least first data includes defining at least one list containing at least one word that is not expected to appear in the at least one voice record.

48. (Original) The method of claim 33, wherein defining at least first data includes defining at least one list containing at least one instance of profane language.

49. (Original) The method of claim 33, wherein defining at least first data includes defining at least one list containing at least one instance of abusive language.

50. (Original) The method of claim 33, wherein processing the at least one voice record includes evaluating whether the at least one agent spoke at least one word included in the at least one script.

51. (Original) The method of claim 33, wherein processing the at least one voice record includes evaluating whether the at least one agent spoke at least one word included in the at least first data.

52. (Original) The method of claim 33, wherein processing the at least one voice record includes evaluating whether the at least one agent spoke words that do not appear in the at least one script.

53. (Original) The method of claim 52, wherein evaluating whether the at least one agent spoke words include referring to a predefined list of words.

54. (Original) The method of claim 52, wherein evaluating whether the at least one agent spoke words includes comparing the voice record to a script governing a given interaction to reveal verbiage spoken by the agent not dictated by the script.

55.   (Original) The method of claim 33, further comprising identifying at least one instance of agent non-compliance with the at least one script by determining that at least one word contained in the at least one script is not contained in the at least one voice record.

56.   (Original) The method of claim 33, further comprising identifying at least one instance of agent non-compliance with the at least one script by determining that at least one word contained in the at least first data is not contained in the at least one voice record.

57.   (Original) The method of claim 33, further comprising identifying at least one instance of agent non-compliance with the at least one script by determining that at least one word contained in the at least first data and not contained in the at least one script appears in the at least one voice record.

58.   (Original) The method of claim 35, wherein processing the at least one instance of agent non-compliance with the at least one script includes entering data representing the at least one instance of agent non-compliance into a data store.

59.   (Original) The method of claim 35, wherein processing the at least one instance of agent non-compliance with the at least one script includes entering data representing the at least one instance of agent non-compliance in a data store for subsequent follow-up by at least one supervisor.

60.   (Currently amended) A program storage device readable by a machine, tangibly embodying a program of instructions executable by the machine to perform a method for evaluating compliance of at least one agent with at least one script that governs, at least in part, at least one interaction processed by at least one agent, the method comprising at least the following:

creating at least one voice record of at least one interaction processed by the at least one agent at an agent workstation;

defining at least first data relating to evaluating compliance of the at least one agent with the at least one script; and by dividing the voice record into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel, and comparing the panel-level segments to an automatic speech recognition analyzed voice interaction having a confidence level threshold, wherein a set of action rules is applied to the output of the defining to direct a quality assurance action to be taken; and

processing the at least one voice record against the at least first data, wherein the voice record is divided into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel of the panel-level segments, wherein each panel-level segment is

compared with the first data, wherein a confidence level threshold of the automatic speech recognition component is used to evaluate an accuracy of an output of a comparison between each panel-level segment and the first data, wherein a score is assigned to each panel-level segment indicating a match accuracy of the panel-level segment with the first data, wherein the score is evaluated against a standard, the standard defining a required score for the panel-level segment to be declared as a match to the first data, a set of action rules being applied to the output of the processing to direct a quality assurance action to be taken.

61.   (Currently amended) A system for evaluating compliance of at least one agent with at least one script that governs, at least in part, at least one interaction processed by at least one agent, the system comprising at least the following:

means for creating at least one voice record of at least one interaction processed by the at least one agent at an agent workstation;

means for defining at least first data relating to evaluating compliance of the at least one agent with the at least one script; and by dividing the voice record into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel, and comparing the panel-level segments to an automatic speech recognition analyzed voice interaction having a confidence level threshold, wherein a set of action rules is applied to the output of the defining to direct a quality assurance action to be taken; and

means for processing the at least one voice record against the at least first data, wherein the voice record is divided into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel of the panel-level segments, wherein each panel-level segment is compared with the first data, wherein a confidence level threshold of the automatic speech recognition component is used to evaluate an accuracy of an output of a comparison between each panel-level segment and the first data, wherein a score is assigned to each panel-level segment indicating a match accuracy of the panel-level segment with the first data, wherein the score is evaluated against a standard, the standard defining a required score for the panel-level segment to be declared as a match to the first data, a set of action rules being applied to the output of the processing to direct a quality assurance action to be taken,.

62.   (Currently amended) A system for evaluating compliance of at least one agent reading at least one script to at least one client, the system comprising at least the following:

means for conducting at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows the at least one script at an agent workstation;

means for evaluating the at least one voice interaction with at least one automatic speech recognition component adapted to analyze the at least one voice interaction, wherein the at least one voice interaction is divided into viewable panel-level segments and a panel level time displacement stamp is assigned to each panel of the panel-level segments, wherein each panel-level segment is compared with a corresponding expected text, wherein a confidence level threshold of the automatic speech recognition component is used to evaluate an accuracy of an output of a comparison between each panel-level segment and the corresponding expected text, wherein a score is assigned to each panel-level segment indicating a match accuracy of the panel-level segment with the corresponding expected text, wherein the score indicating evaluated against a standard, the standard defining a required score for the panel-level segment to be declared as a match to the corresponding expected text; and

means for determining whether the at least one agent has adequately followed the at least one script by dividing the voice interaction into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel, and comparing the panel-level segments to the automatic speech recognition analyzed voice interaction having a confidence level threshold, wherein a set of action rules is applied to the output of the determining to direct a quality assurance action to be taken, wherein the set of action rules includes a quality assurance action to be taken.

63.   (Currently amended) A program storage device readable by a machine, tangibly embodying a program of instructions executable by the machine to perform a method for evaluating compliance of at least one agent reading at least one script to at least one client, the method comprising at least the following:

conducting at least one voice interaction between the at least one agent and the at least one client, wherein the at least one agent follows the at least one script at an agent workstation;

evaluating the at least one voice interaction with at least one automatic speech recognition component adapted to analyze the at least one voice interaction, wherein the at least one voice interaction is divided into viewable panel-level segments and a panel level time displacement stamp is assigned to each panel of the panel-level segments, wherein each panel-level segment is compared with a corresponding expected text, wherein a confidence level threshold of the automatic speech recognition component is used to evaluate an accuracy of an output of a comparison between each panel-level segment and the corresponding expected text, wherein a score is assigned to each panel-level segment indicating a match accuracy of the panel-level segment with the corresponding expected text, wherein the is evaluated against a standard, the standard defining a required score for the panel-level segment to be declared as a match to the corresponding expected text; and

determining whether the at least one agent has adequately followed the at least one script by dividing the voice interaction into viewable panel-level segments, wherein a panel-level time displacement stamp is assigned to each panel, and comparing the panel-level segments to the automatic speech recognition analyzed voice interaction having a confidence level threshold, wherein a set of action rules is applied to the output of the determining to direct a quality assurance action to be taken, wherein the set of action rules includes a quality assurance action to be taken.